



Salem For Refugees | Volunteer Coordinator Role Description

Job Title: Volunteer Coordinator

Supervisor: Luke Glaze - Executive Director

Role Purpose: To engage with the Salem community and coordinate Salem For Refugees' (SFR) volunteers to empower refugees to thrive.

Time Commitment: Full-time, benefited (30-40 hours per week)

Ideal Candidate: Bilingual preferred in Swahili, Dari, Pashto, Ukrainian or Arabic. Strong English written and verbal communication skills, strong computer skills, highly organized, detail oriented.

Role Duties:

1. Oversee volunteer recruitment process.
 - a. Work with Direct Services Manager & Resource Team Leads to determine volunteer needs and recruit volunteers.
 - b. Communicate volunteer needs through available venues including newsletter, social media, and monthly meetings.
 - c. Lead SFR 101 breakout session during monthly Welcoming Our New Neighbors Meetings, and SFR 101 sessions in the community as needed.
 - d. Follow up with people who express interest in volunteering and connect them with appropriate opportunities and next steps.
 - e. Develop, coordinate and lead SFR training for Resource Teams and Good Neighbor Team volunteers.
 - f. Process volunteer applications.
 - g. Process volunteer background checks.
 - h. Check volunteer references (if applicable).
 - i. Document process in SFR's Touchpoint database.
 - j. Communicate approval status and make a warm hand-off to appropriate team leader/s.
2. Oversee SFR Resource Teams and Good Neighbor Teams
 - a. Recruit and train Resource Team leaders and Good Neighbor Teams leaders.
 - b. Work with Resource Team Leaders to develop a clear mission, focus and strategy for each Resource Team, and help them develop role descriptions for the volunteers needed for each team in order to carry out their strategy.
 - c. Plan and lead quarterly meetings for all Resource Team leaders for collaboration, networking and team building.
 - d. Schedule follow up meetings with each Good Neighbor Team for care, leadership development, and continued training.
 - e. Assist Resource Team Leaders in expanding the capacity of their teams. Network within the community to grow infrastructure and community partnerships in needed Resource areas in consultation with Direct Services Manager and Community Mobilization staff over particular resource areas. .
3. Manage volunteer communication, appreciation and information tracking.
 - a. Send regular announcements, updates and information to SFR volunteers.
 - b. Respond to volunteer phone calls and emails.
 - c. Communicate with volunteers about issues that arise as needed (i.e. confidentiality, conflict resolution, etc.).
 - d. Develop and oversee strategy for volunteer care & appreciation.
 - e. Keep all volunteer information current in SFR's Touchpoint database.
 - f. Develop & manage a system for tracking volunteer hours.
4. Assist the Community Mobilization Team in Community Wide Events and Speaking Opportunities
 - a. Assist the Executive Director in organizing and co-hosting the monthly stakeholder meetings (Welcoming Our New Neighbors).
 - b. Coordinate speaking opportunities with the Speakers Bureau including communicating details, preparing materials for the speaker, and following up with the host after the event with next steps.

- c. Help coordinate other events including: annual THRIVE fundraiser, spring fundraiser, World Refugee Day, New Neighbor community events, and create new opportunities for the community to engage.
- d. Build new community partnerships to grow community resources.

This job description is not all-inclusive or an exhaustive statement of duties, responsibilities or requirements.

Interested parties should send cover letter and resume to Laurel Rightmer: laurel@salemforrefugees.org